

Registrar-Registrant Agreement

| First Party | | Second Party | |
|--|---|---|---|
| ROUTEDGE WLL Off-91, 19th floor, AL Reem Tower, West Bay, Doha- Qatar | Account Manager: ROUTEDGE WLL Technical Support: support@routedge.qa | James Mathew Ezdan,,Doha,0000,US | Main Contact: James Mathew Billing Contact: James Mathew |

Dear Sir/Madam,

Thank you for considering web services through ROUTEDGE. This order form cum contract outlines the responsibilities of both parties and the scope of the services provided by ROUTEDGE for one year or more.

ROUTEDGE is an officially accredited domain registrar for ccTLDs under an agreement with the COMMUNICATION REGULATORY AUTHORITY - (QATAR DOMAINS REGISTRY). Please follow the steps below to ensure domain registration, renewal, and continued management and support.

Verify the services required below on this website Registrar-Registrant Agreement Form. If you have questions, please contact ROUTEDGE Support team or your account manager.

If you agree with the information below and will be placing your order with ROUTEDGE, provide us a signed copy of this order form

Email a copy of your Signed order to info@routedge.qa

Scope and Services

Routedge Receipt

12/10/24,6:11PM

| Domain | Monthly Charge (QAR) | Annual Charge (QAR) |
|-----------------------|----------------------|---------------------|
| .QA | NA | 60.00 |
| .COM.QA | NA | 60.00 |
| .NET.QA | NA | 60.00 |
| .NAME.QA | NA | 60.00 |
| قطر | NA | 15.00 |
| Advanced DNS Services | NA | 40.00 |
| Registrant Change | NA | 40.00 |
| Domain Transfer | NA | 00.00 |

Definitions

| Term | Definition |
|-----------------------------------|--|
| "Registrant" | Refers to the individual or entity that wishes to register a domain name using the registration services provided by ROUTEDGE, also called SECOND PARTY. |
| "REGISTRAR" and "ROUTEDGE" | Refers to the Domain Registrar accredited by QATAR DOMAINS REGISTRY through which the Second Party's application is processed, also called FIRST PARTY. |
| "Agreement" | Refers to this Domain Name Registration Agreement. |
| "CRA/QDR" | Refers to "QATAR DOMAINS REGISTRY under COMMUNICATION REGULATORY of QATAR." |
| "Domain Registrar" | An accredited company by Qatar Domain Authority to sell domains to customers based on specific policies set by CRA/QDR under the Ministry of Transport Domain. |

| | |
|-----------------------------------|--|
| “Second Party” | Individual or organization in Qatar or outside with communication address and details. |
| “Registrar” | Second Party Agreement Eligibility Documents - Required set of documents to be submitted and specified by CRA/QDR for registering certain domains, for example, Trademark or Trade License. |
| “Name Server” | This is a database of servers that synchronize, store, and announce human-understandable domain names to internet protocol-based numbers. |
| “DNS Records” | Called Zone records where the Second Party specifies that their website is hosted on a specific IP address (e.g., 1.2.3.4) and email is hosted on another IP address (e.g., 4.3.2.1). |
| “Portal” | An advanced website that allows multiple Second Parties to log in, register domains, and manage them. |
| “Transfer of Second Party” | Changing of domain ownership to another party when the earlier party leaves a company, sells the company, or for any other valid reason. |
| “Transfer of Registrar” | Changing the accredited registrar of a domain from one to another while keeping the same Second Party contacts. |
| “Epp” | Extensible Provisioning Protocol used to connect to the CRA/QDR system for domain name registration, renewals, and management. |
| “EPP Code” | A domain authorization code used by a registrar to transfer a domain to another registrar. |

Recital

NOW, THEREFORE, in consideration of the mutual promises herein contained, the First Party and the Second Party hereby agree as follows:

Domain Registration Services

The First Party registers domain names for the Second Party under the following TLD/ccTLDs and services:

- A. .QA
- B. .COM.QA
- C. .NET.QA
- D. .NAME.QA
- E. قطر .QATAR (Arabic Domain Name)

Based on this agreement, ccTLDs (country code Top-Level-Domains) can be activated directly by confirming the respective Registration Guidelines and Policies in the ROUTEDGE.NET.QA Web Interface. The Second Party is required to enter into an electronic or paper Registrar-Second Party agreement with ROUTEDGE as published from time to time on the ROUTEDGE.NET.QA website using updated policies from the QDR/CRA web portal.

Domain names are registered on a first-come, first-served basis. Simply making an application does not guarantee domain registration. The Second Party must approve policies and make payment. Once all necessary information is provided, we will initiate the domain name registration process. We will send your domain name request, along with the contact and technical information, to the registry.

Requirements

.QA Requirements

- No documentation is required for individuals and companies outside Qatar.
- Establishments from Qatar must provide a valid CR copy OR a copy of Trade Mark Registration and must register .COM.QA in advance.

.COM.QA Requirements

- All of the following criteria and documents are required:
 - Copy of Qatar-based Company Registration Document (CR) OR Copy of Trade Mark registered in Qatar.
- If the applicant is a different person or organization:
 - A. Letter of Request signed by an Authorized Signatory.
 - B. Copy of Company/Establishment ID to verify the signature.
 - C. Hosting must be done in Qatar.

.NET.QA Requirements

- Copy of Qatar-based Company Registration Document (CR) OR Copy of Trade Mark registered in Qatar with IT/TELECOM/NETWORK as one of the activities.
- If the applicant is a different person or organization:
 - A. Letter of Request signed by an Authorized Signatory.
 - B. Copy of Company/Establishment ID to verify the signature.

.NAME.QA Requirements

- All of the following criteria and documents are required:

- A. Meant for individuals from Qatar.
- B. Copy of Qatar Government-issued ID (QID) or Passport issued in Qatar.

Requirements (IDN Arabic) QATAR. قطر

- One of the following is required:
 - A. Qatar-based customers: Copy of Qatar Government-issued ID or Passport issued in Qatar.
 - B. International customers: No documentation required.

Application for a Domain Name License

2. Application for a Domain Name License

1. ROUTEDGE uses a Web Portal WWW.ROUTEDGE.NET.QA equipped to connect using EPP technology to accept domain applications from registered Second Party from Qatar and outside, manage domain, purchase associated services, and make payment online using a Qatar-based Payment Gateway.
2. The Second Party acknowledges and agrees that Applications for a Domain Name License shall be made to the CRA/QDR by the Second Party through the ROUTEDGE portal WWW.ROUTEDGE.NET.QA, on behalf of the Second Party with verifiable contact details.
3. ROUTEDGE will immediately approve and activate the domain if payment is made and necessary eligibility documents are uploaded in the case of .COM.QA, .NET.QA, .QATAR (Arabic), and .NAME.QA domains.
4. The CRA/QDR, in its sole discretion, shall have the right to approve or reject any application made or even paid for a Domain Name License. Refunds will be processed immediately to the same payment mode for rejected applications.
5. Any spelling mistakes or errors in the registered domain can be corrected within 48 hours. Even cancellation of a paid domain can be done within 48 hours. ROUTEDGE will process refunds for such transactions immediately after communication from the Second Party. However, ROUTEDGE will not be responsible for any delays caused by REFUND Bank Transfers or REFUND Credit Card transactions.
6. We encourage all Second Parties or their representatives to provide verifiable contact details every time they intend to register a domain name. A Second Party representative or an organization registering domains on behalf of the actual Second Party should provide an authorization letter signed with QID or a COMPANY-ID for verification.
7. Individual customers can register .QA domains without any documentation.
 - A registered Commercial Establishment in Qatar should register .COM.QA to register .QA domains by providing a valid Company Registration Document (CR/Trade License) issued from Qatar OR a copy of a Trade Mark registered in Qatar.
 - Second Party applying for .COM.QA or .NET.QA must submit/upload a valid Company Registration Document (CR/Trade License) issued from Qatar OR a copy of a Trade Mark registered in Qatar.
 - Second Party applying for .NET.QA must submit/upload a valid Company Registration Document (CR/Trade License) issued from Qatar OR a copy of a Trade Mark registered in Qatar with IT/Telecom/Networking as the business activity.
 - If the applicant is a different person or organization:
 - A. Letter of Request signed by an Authorized Signatory
 - B. Copy of Company/Establishment ID to verify the signature
 - All data, including all Website/Email hosting, must be in Qatar in the case of .COM.QA domains.
8. The Second Party's name and Company CR number must be specified as per the

Company/Trade Mark registration name in the online registration form.

9. The ROUTEDGE portal WWW.ROUTEDGE.NET.QA registers thousands of other domain extensions (TLDs and ccTLDs) for customers. Second Parties buying other than .QA domains are liable to honor the policies of each Registry worldwide.
10. The Second Party must be aware that making an application and payment online through WWW.ROUTEDGE.NET.QA does not guarantee that a domain is registered or renewed. Occasionally, technical reasons may cause registration to fail.
11. The Second Party must verify with the WWW.ROUTEDGE.NET.QA portal that the registration is complete and renewed for a specific period.

3. Registrant Warranties

The Second Party makes, and is taken to make, the following warranties to ROUTEDGE and the CRA/QDR when making an application for a Domain Name License and when making an application to renew the registration of a Domain Name License:

1. The Second Party warrants that they will provide domain registrant information exactly the same as the legal licensee, even if the domain application is made by an individual designated for registering the domain, a company representative, or an intellectual property institution with Power of Attorney or a web designing company.
2. Information provided in the application for a Domain Name or its Renewal (including all supporting documentation, if any) is true, complete, and correct, and is not misleading in any way, and the application is made in good faith.
3. The Second Party meets, and will continue to meet, the requirements of ROUTEDGE and all CRA/QDR Policies for the duration of the Domain Name License Period.
4. The Second Party is not registering the Domain Name for an unlawful purpose, including but not limited to:
 - Unfair competition
 - Defamation
 - Passing off
 - Misleading any person
 - Other unlawful activities (e.g., pornographic content, gambling, alcohol, terrorism-related content)
5. The Second Party is aware that .COM.QA domain hosting must be done locally in Qatar as per CRA policies.
6. The Second Party is aware that ROUTEDGE, with the permission of CRA/QDR, can cancel the Domain Name License if any of the warranties are found to be untrue, incomplete, incorrect, or misleading.

4. Name Server/DNS

1. Domain Second Party has the facility to change Name Servers anytime using our portal WWW.ROUTEDGE.NET.QA.
2. ROUTEDGE, through WWW.ROUTEDGE.NET.QA, provides an additional service for customers to use DNS zone record changes using advanced DNS management and web redirection with additional fees payable through the portal.
3. Advanced DNS and web redirection pricing is combined and made active using a checkbox with a tick mark. This allows the Second Party to host their website, email, and other services using ROUTEDGE's DNS services.
4. The Second Party has the option to uncheck the button if not interested in using ROUTEDGE advanced DNS and web redirection services. In such cases, the Second Party must use external DNS services to host and activate the domain.
5. Fees paid for Advanced DNS management and web redirection are non-refundable.

5. Consent to Use Registrant Information

1. The Second Party grants ROUTEDGE the right to disclose to the CRA/QDR all information reasonably required by the CRA/QDR to register the Domain Name in the Domain Name Registry System ("Registrant Information").
2. The Second Party hereby grants ROUTEDGE and CRA/QDR the following rights:
 - The right to disclose all information relating to the Domain Name in accordance with CRA/QDR Policies and the laws of the State of Qatar.
 - The right to disclose information relating to the Domain Name to enable the CRA/QDR to maintain a public WHOIS service.
 - The right to communicate with the Second Party via phone, email, SMS, or other media for the purpose of renewal reminders, expiry notices, and service-related messages in accordance with CRA/QDR Policies and the laws of the State of Qatar.

6. ROUTEDGE Use of Registrant Information

1. ROUTEDGE agrees that information relating to any Second Party obtained while processing the application for a Domain Name or maintaining a Domain Name Registration shall only be used for the reasonable purposes of the CRA/QDR's Domain Name Registry System or as permitted by the Second Party in their agreement with ROUTEDGE. ROUTEDGE will not sell such information to third parties.
2. ROUTEDGE will not disclose such information to third parties except as required by the laws of the State of Qatar and CRA/QDR Policies.

7. Maintenance of Registrant Information

1. Throughout the term of the Domain Name License Period, the Second Party must notify the CRA/QDR, through ROUTEDGE, of any changes to the information relating to the Domain Name License.
2. Failure to comply with this requirement may lead to the cancellation of the Domain Name License.

8. Renewal of Domain Name License

1. The Second Party may apply to renew the Domain Name License, provided that they:
 - Pay the applicable renewal fees online using a Credit/Debit card, Bank Transfer, Cheque, or cash.
 - Continue to meet the requirements such as eligibility documents (CR/Trademark/QID/Passport and other relevant documents) according to CRA/QDR Policies.
 - Submit the renewal application within the period allowed by CRA/QDR Policies.
2. The Second Party acknowledges that it is their responsibility to ensure the Domain Name License is renewed before the expiry date.
3. If the Second Party finds that the domain name is not renewed despite paying the necessary fees via Credit/Debit Card or Bank Transfer, they must immediately notify ROUTEDGE via email, telephone, or the web ticketing system.

9. Registrant Change

1. The Second Party's registrant contact details can be changed at any time except for the registrant name.
2. CRA/QDR does not support domain selling or auction. The existing Second Party must submit a relevant application online, providing a reason for the change and any documentary proof supporting the change.
3. The Second Party is liable to pay a small administrative fee for registrant changes.

10. Registrar Change

1. Any registered Second Party can transfer domains from other registrars to ROUTEDGE using a valid EPP code or domain password.
2. The Second Party can transfer domains from ROUTEDGE to another registrar only if the other registrar is accredited by CRA/QDR. The Second Party must apply using their registered email ID, ticketing system, or by providing a signed letter with the signatory's ID or company ID.
3. Annual registration and renewal fees will not be refunded while transferring a domain from one registrar to another.
4. Registrar change is free of cost and will take three (3) days to complete.
5. The Second Party must provide all necessary eligibility documents, including Trade License, Trademark, or CR, to the new registrar promptly or along with the application.

11. CRA/QDR Policies

The Second Party must comply with all CRA/QDR Policies. In the event of any inconsistency between CRA/QDR Policies and this Registrar-Registrant Agreement, CRA/QDR Policies will prevail to the extent of the inconsistency.

12. Revocation of Domain Name License

1. ROUTEDGE, with the permission of CRA/QDR, may cancel the registration of a domain name or suspend a domain name license under the following circumstances:
 - If the Second Party breaches any CRA/QDR Policies.
 - If the Second Party fails to submit eligibility documents on time (e.g., renewed CR copy, Trademark license, or Qatar ID).
 - To comply with a request from a law enforcement agency, court order, or applicable law in the State of Qatar.
 - To protect the integrity and stability of the CRA/QDR Domain Name Registry System.

13. Limitation of Liabilities and Indemnity

1. CRA/QDR or ROUTEDGE, including its directors, managers, employees, agents, or contractors, will not be liable to the Second Party for any direct, indirect, consequential, special, punitive, or exemplary losses or damages, including but not limited to:
 - Loss of use
 - Loss of profit
 - Loss or corruption of data
 - Business interruption
 - Indirect costs arising from any act or omission of CRA/QDR or ROUTEDGE
2. The Second Party agrees to indemnify and hold ROUTEDGE or CRA/QDR harmless from any claims or liabilities arising from the Second Party's registration or use of a domain name. Claims may include but are not limited to:
 - Trademark infringement

- Copyright infringement
 - Dilution
 - Unfair competition
 - Passing off
 - Defamation or injury to reputation
3. CRA/QDR or ROUTEDGE provides no warranty regarding any domain name, its registration, or its use.
 4. The Second Party acknowledges that domain registration does not create proprietary rights.
 5. The Second Party must ensure that neither the registration nor the use of the domain infringes upon the legal rights of any third party or violates the laws of the State of Qatar.
 6. The intentional provision of incomplete or inaccurate information or failure to update information promptly may result in cancellation of the domain name license.
 7. The Second Party acknowledges that ROUTEDGE will not be liable for events where a domain is canceled, not renewed, or not registered due to third-party errors such as failed payment gateways, software issues, or banking errors.

9. Registrant Change

1. The Second Party's registrant contact details can be changed at any time except for the registrant name.
2. CRA/QDR does not support domain selling or auction. The existing Second Party must submit a relevant application online, providing a reason for the change and any documentary proof supporting the change.
3. The Second Party is liable to pay a small administrative fee for registrant changes.

10. Registrar Change

1. Any registered Second Party can transfer domains from other registrars to ROUTEDGE using a valid EPP code or domain password.
2. The Second Party can transfer domains from ROUTEDGE to another registrar only if the other registrar is accredited by CRA/QDR. The Second Party must apply using their registered email ID, ticketing system, or by providing a signed letter with the signatory's ID or company ID.
3. Annual registration and renewal fees will not be refunded while transferring a domain from one registrar to another.
4. Registrar change is free of cost and will take three (3) days to complete.
5. The Second Party must provide all necessary eligibility documents, including Trade License, Trademark, or CR, to the new registrar promptly or along with the application.

11. CRA/QDR Policies

The Second Party must comply with all CRA/QDR Policies. In the event of any inconsistency between CRA/QDR Policies and this Registrar-Registrant Agreement, CRA/QDR Policies will prevail to the extent of the inconsistency.

12. Revocation of Domain Name License

1. ROUTEDGE, with the permission of CRA/QDR, may cancel the registration of a domain name or suspend a domain name license under the following circumstances:
 - If the Second Party breaches any CRA/QDR Policies.
 - If the Second Party fails to submit eligibility documents on time (e.g., renewed CR copy, Trademark license, or Qatar ID).

- To comply with a request from a law enforcement agency, court order, or applicable law in the State of Qatar.
- To protect the integrity and stability of the CRA/QDR Domain Name Registry System.

13. Limitation of Liabilities and Indemnity

1. CRA/QDR or ROUTEDGE, including its directors, managers, employees, agents, or contractors, will not be liable to the Second Party for any direct, indirect, consequential, special, punitive, or exemplary losses or damages, including but not limited to:
 - Loss of use
 - Loss of profit
 - Loss or corruption of data
 - Business interruption
 - Indirect costs arising from any act or omission of CRA/QDR or ROUTEDGE
2. The Second Party agrees to indemnify and hold ROUTEDGE or CRA/QDR harmless from any claims or liabilities arising from the Second Party's registration or use of a domain name. Claims may include but are not limited to:
 - Trademark infringement
 - Copyright infringement
 - Dilution
 - Unfair competition
 - Passing off
 - Defamation or injury to reputation
3. CRA/QDR or ROUTEDGE provides no warranty regarding any domain name, its registration, or its use.
4. The Second Party acknowledges that domain registration does not create proprietary rights.
5. The Second Party must ensure that neither the registration nor the use of the domain infringes upon the legal rights of any third party or violates the laws of the State of Qatar.
6. The intentional provision of incomplete or inaccurate information or failure to update information promptly may result in cancellation of the domain name license.
7. The Second Party acknowledges that ROUTEDGE will not be liable for events where a domain is canceled, not renewed, or not registered due to third-party errors such as failed payment gateways, software issues, or banking errors.

Signature

| First Party - Registrar | Second Party - Registrant |
|--|-------------------------------------|
| ROUTEDGE WLL Account Manager (Stamp Here) | James Mathew (Stamp Here) |

For online agreements: I, **James Mathew**, by checking the checkboxes, warrant that I have read and agree to the agreement above.

****This is a computer-generated agreement and no signature is required.